

Title (en)

METHOD AND APPARATUS FOR CUSTOMER SERVICE MANAGEMENT FOR A WIRELESS COMMUNICATION NETWORK

Title (de)

VERFAHREN UND VORRICHTUNG ZUR KUNDENDIENSTVERWALTUNG FÜR EIN DRAHTLOSKOMMUNIKATIONSNETZWERK

Title (fr)

PROCÉDÉ ET APPAREIL DE GESTION DE SERVICE CLIENT POUR RÉSEAU DE COMMUNICATION SANS FIL

Publication

EP 3295637 A4 20180516 (EN)

Application

EP 16802557 A 20160601

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- US 201562222582 P 20150923
- US 201615169091 A 20160531
- CN 2016084397 W 20160601

Abstract (en)

[origin: US2016352924A1] A method and system for providing Customer Service Management (CSM) a communication network, such as a 5G wireless communication network. The communication network provides at least one service involving one or more terminals serviced by the communication network. A CSM function is defined which is based upon said at least one service and customized to said at least one service, to provide service-customized CSM. CSM may provide service-based charging/billing, service-based context management, service-customized QoE control, service-customized network topology.

IPC 8 full level

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CPC (source: EP KR US)

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Citation (search report)

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